



January 29, 1999  
1:30 p.m. – 2:30 p.m.

Cynthia Nakaya  
Deb Pyrek  
Jeffrey Loo

- Objectives**
- To clarify the scope of Bureau requirements
  - To clarify identified process and technical issues
  - To assess the impact of the Bureau application being developed on the TG enterprise imaging system.

### Questions

*Please clarify the requirement to include an image viewer with CDs produced for other title companies in response to Bureau requests.*

No real requirement beyond providing the data and images. No real commitments made to Bureau regarding providing them with viewer. TG has loaned the Bureau a PC with viewer. If TG were asked to leave the Bureau, they would take the PC/viewer with them.

The idea probably came from discussions of possible solutions with Michael Pietsch and the others involved in this project. Cynthia doesn't think that TG has this responsibility.

*What is the frequency that CDs must be supplied to other title companies?*

Had meeting with other title companies and explained Bureau project. No strong expression of frequency need at this time. They haven't invested in a lot of systems to read images at this time. They are pending a stronger commitment in the form of a longer term contract for TG by the State.

One of the options is to match the frequency of CDs going back to Bureau. Maybe 2 CDs a week. Longer than a week and microfilm becomes more economical and just as accessible.

*Please clarify the issue that is causing the need for TG to use microfilm scans to fill in missing recorded documents and/or mission pages prior to producing CDs for the Bureau.*

Initially had a lot of problems in the document capture. Lots of missing information, high volume of documents. Ended up with a big backlog and were unable to meet Bureau deadlines for providing CDs. Even now the scanning staff is 5 days behind. At one point, made a decision that they would do what they could at the Bureau and then to catch remaining missing documents at TG.

Should be a lot better now. Title Plant finding that there are missing pages even though most of the documents are complete and included. Cynthia thinks that Myron is generally on top of issue now. We usually get the Jaz drive containing BoC document images by the end of the day of recording. By the next day, we find out if there are missing pages from Myron. Within that time frame, Myron should be able to make a request for missing pages directly from scanning staff at Bureau.

400179



**TITLE GUARANTY OF HAWAII  
EDMS Replacement Project  
Key Informant Interviews**

Created: January 29, 1999  
Modified: February 1, 1999

Int\_Bureau1.doc

Need to be able to go back to December to fix problems. Should be okay on a go forward basis.

*What are the impacts of missing documents and pages on the title plant process since the new system cut over?*

Processing stops until the days work is finished. If document is missing, then they can't close the day's work. Can't advance plant date until missing documents are resolved. Myron logs the missing pages and reports missing pages/documents to ScreenScan group to be scanned for our internal imaging system. Title Plant staff may be able to extract required data from pages available and move plant date based on the info.

*How are missing documents/pages that are identified by title plant staff entered into the core title recorded documents collection?*

ScreenScan is used to replace the bad documents (ones with missing pages) with new scanned images of these documents. These are stored to cache and are immediately available on the internal imaging system. The images are eventually placed on CD in the internal imaging system.

*Would the Bureau consider accepting an expanded image storage capability from TG as a temporary solution. This may provide TG with additional time to more carefully consider its development options.*

Main reason Bureau wants CDs is that insufficient space on hard drive. They would be happy if they could have documents online. The PC holds approximately 10 - 15 days of records.

## Notes

The documents need to be in numerical order on the CD. They may span days. Retakes occur and are appropriately labeled on CDs.

This Bureau project officially ends today 1/29/99. According to Carl Watanabe, no reason for TG to leave at this time. So TG is staying for now.

400180

Agenda  
November 13, 1998  
Title Companies

1. Introduction
2. Purpose of meeting
  - a. Informational – apprise the title companies of the scanning project
  - b. Invitation
3. Benefits to the Title Companies
  - a. immediate access to Recorded Documents available at the Bureau
  - b. Bureau to expedite recordation of Documents
  - c. allows change in you company's internal workflow
4. Scanning Project Scope
  - a. Project agreement for first quarter
  - b. Workflow
5. Cost
6. Invitation to Demonstration
  - a. Presidents – Thursday 19<sup>th</sup> 9 o'clock
  - b. Operation Managers - Friday 20<sup>th</sup> 1:30
7. Questions

400181

**Bureau of Conveyances  
Document Scanning Project**

The following is a summary of costs incurred and estimated costs to be incurred for the document scanning project:

**Start-up costs**

		SIS	PC	Bell & Howell
Hardware and Software	63,235	20,933	20,509	21793
Design and Programming	7,875	JH, CN, other IS	175	\$45
Testing and Implementation	3,600	CN & CB	80	\$45
	<u>74,710</u>			
Monthly cost - amortization over 3 years	<u>2,075</u>			

**Estimated Monthly Costs**

Amortization of start-up cost	2,075	
Personnel cost for document scanning	5,250	1-1/2 staff @ \$20
Technical support	1,440	32 hours per month @ \$45 (one day per week)
Equipment maintenance	255	1,375 Annual, Bell & Howell
Create CD-ROM (10 copies each week)	1,120	1,685 Annual, SIS
	<u>10,140</u>	Weekly - 8 hrs @ \$35
TG Management Fee (20%)	2,028	
<b>TOTAL ESTIMATED MONTHLY COST</b>	<u><u>12,168</u></u>	

400182

Note: If ten companies share in the cost, the estimated monthly cost per company

Bureau of Conveyances  
Document Scanning Project

Share financial info  
understanding of our  
startup cost & estimated  
operating cost

The following is a summary of costs incurred and estimated costs to be incurred for the document scanning project:

Start-up costs

Hardware and Software	63,235
Design and Programming	7,875
Testing and Implementation	3,600
	<u>74,710</u>
Monthly cost - amortization over 3 years	<u>2,075</u>

Estimated Monthly Costs

Amortization of start-up cost	2,075
Personnel cost for document scanning	5,250
Technical support	1,440
Equipment maintenance	255
Create CD-ROM (10 copies each week)	1,120
	<u>10,140</u>
TG Management Fee (20%)	2,028
<b>TOTAL ESTIMATED MONTHLY COST</b>	<u><u>12,168</u></u>

Note: If ten companies share in the cost, the estimated monthly cost per company would be \$1,200.

400183

**Bureau of Conveyances  
Document Scanning Project**

The following is a summary of costs incurred and estimated costs to be incurred for the document scanning project:

**Start-up costs**

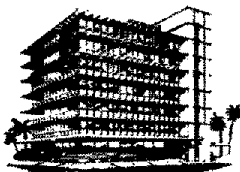
Hardware and Software	63,235
Design and Programming	7,875
Testing and Implementation	3,600
	<u>74,710</u>
Monthly cost - amortization over 3 years	<u>2,075</u>

**Estimated Monthly Costs**

Amortization of start-up cost	2,075
Personnel cost for document scanning	5,250
Technical support	1,440
Equipment maintenance	255
Create CD-ROM (10 copies each week)	1,120
	<u>10,140</u>
TG Management Fee (20%)	2,028
<b>TOTAL ESTIMATED MONTHLY COST</b>	<u><u>12,168</u></u>

Note: If ten companies share in the cost, the estimated monthly cost per company would be \$1,200.

400184



# TITLE GUARANTY OF HAWAII

INCORPORATED

235 QUEEN STREET • P.O. BOX 3084 • HONOLULU, HAWAII 96802 • TELEPHONE 533-6261

October 30, 1998

W. Mason Young  
Administrator  
Bureau of Conveyances  
1151 Punchbowl Street  
Honolulu, Hawaii 96813

**Re: Letter Agreement/Imaging Project**

Dear Mr. Young:

1. Title Guaranty of Hawaii, Inc. has acquired the necessary high-speed paper scanning equipment to be installed at the Bureau of Conveyances. We have simulated testing of thousands of pages of recorded documents in our office in preparation of imaging implementation at the Bureau. We anticipate commencing operations on approximately November 9, 1998.
2. We agree that scanning is to commence with minimal interruption to daily activities of indexing and microfilming as is reasonably possible. Scanning will begin at approximately 3:30 in the afternoon for documents to record at 8:01 a.m. the next day. For any other documents, which have not been scanned, scanning will be performed at such times that are mutually convenient to Title Guaranty and Bureau employees. It is recognized that it may be necessary to continue scanning after normal business hours in order to complete the work. The schedule may need to be modified as we become more experienced with the scanning operations.
3. TG will provide two (2) viewing terminals and two (2) processing computers (one for scanning and one for indexing). The terminals will be used to retrieve and view images, which are stored in the on-site computer. We will provide a temporary printer with the understanding that the Bureau will provide its own printer after adequate testing; we assume the printer will be installed concurrent with the installation of our equipment. Any equipment supplied by TG will continue to be owned by TG and TG will operate the system with TG employees at the sole cost of Title Guaranty of Hawaii, Inc. We understand that all necessary cabling and electrical work has already been accomplished.
4. With regard to printing privileges, we contemplate that TG will be able to print documents for its own use and that the Bureau will charge other title companies and the general public according to its general scheduled rates (currently .50 per page). Since this revenue will belong to the Bureau, the Bureau will set those charges as it determines appropriate.

400185



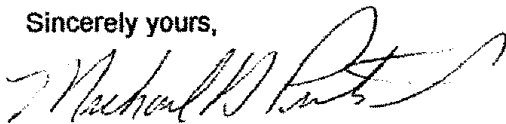
October 30, 1998  
W. Mason Young  
Page -2-

5. TG will provide the Bureau with a copy of each completed CD-ROM containing the scanned documents at no charge to the Bureau. Depending on the number of documents and the storage capacity of the CD-ROM, it is anticipated that a CD will be delivered every three (3) to five (5) days. The hard drive will have capacity for approximately ten (10) days of documents based upon current volume estimates. Although the CD-ROM supplied to the Bureau will become the property of the Bureau, in order to enable TG to recover its costs, including amortization of its equipment, the Bureau will not reproduce, copy/sell or otherwise make available to other parties, the CD-ROMS. Images of the scanned documents may be accessed from the CD-ROM and reproduced to a paper copy for sale to the public. However, these documents will be on an individual document basis (not a bulk transfer of the images).
6. To enable Title Guaranty of Hawaii, Inc. to recoup its expenses, it is agreed that during the period the system is operational, TG will not be required to pay the Bureau either a portion or all (to be determined) of TG's monthly LCATS Subscription and the cost of the magnetic tape for the Daily Entry (Grantor/Grantee Index). TG will continue to pay the postage charges.
7. Title Guaranty will endeavor to perform all reasonable tasks to ensure that this project is successful. Significant project dates are as follows:
  - a) Equipment will be delivered prior to November 1, 1998
  - b) Full scanning will begin approximately November 9, 1998
  - c) Scanning completion is scheduled for January 30, 1999 with an option to extend.
  - d) Both Title Guaranty and the Bureau of Conveyances may agree to terminate this agreement prior to January 30, 1999.

Title Guaranty foresees that both the Bureau and the Public will be better served by the implementation of this scanning project and we look forward to continuing the project beyond the initial trial period.

Please call me if you have any questions (521-0259); I look forward to beginning this project and finalizing any remaining details.

Sincerely yours,



Michael A. Pietsch  
President

MAP:ym

400186